

Recognizing Outstanding Service Excellence



Melkitu Gebre
custodian, Housekeeping

Ginny Huelsman from the Casey Eye Institute submitted the following nomination...

Our Housekeeping Staff helps to keep us in business! The staff consists of hard-working and caring individuals but I would like to mention one in particular, Melkitu. Melkitu is a diligent and conscientious worker. She is polite and helps keep our 6th floor surgery area clean by washing windows and dusting but more importantly she takes special care not to be in the patient's way. On Thursdays, we have the Casey Eye ELKS Children Eye Clinic. Our room may be filled with more than 30 people, with many tiny finger prints on the windows, doors and fish tank; but Melkitu is very observant and persistent in keeping our area looking professional. Any time Melkitu is asked to do something, she moves her cart to the side, stops whatever she is doing and addresses the task right away, or makes a phone call to see where she is needed! Melkitu is very kind with the patients that come to the Casey Eye 6th Floor. She always allows the patients to go into the elevators first. Melkitu will wait until the next elevator to take the large containers down to the Main Lobby level. Melkitu's customer service skills are patient-oriented. Unless there is a major spill in the 6th Floor Lobby area, Melkitu doesn't use a vacuum cleaner. Instead, she opts for a broom and a dust pan to clean up any major dry accidents. She does this because she does not want to inconvenience the patients in the room with the loud noise associated with the vacuum cleaner. Our patients and their families look at the little things: like a clean sink, window, or door, and how it smells to judge if a facility is "Good Enough" to recommend to someone else. If it wasn't for our caring housekeeping staff and outstanding colleagues like Melkitu helping us to "Look Good", our reputation would be less than it is!

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